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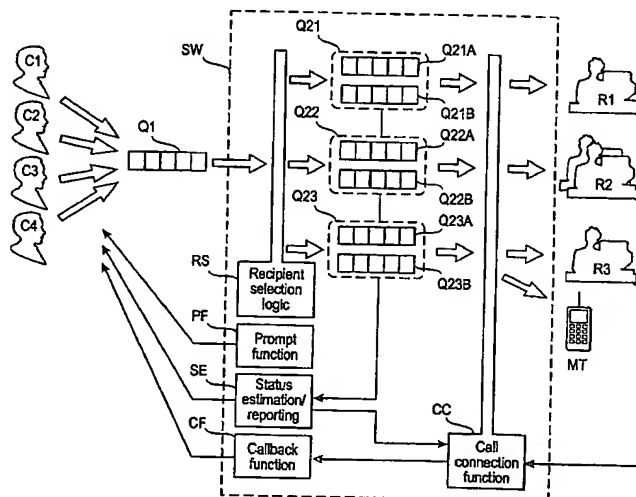
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(54) Title: **MECHANISM FOR QUEUING CALLS**



(57) Abstract: A call processing apparatus (SW) comprises a first queue (Q1) for temporary storage of an incoming call and several parallel second queue systems (Q21 - Q23), each corresponding to a different recipient (R1 - R3). A recipient selection logic (RS) selects an optimal recipient for the call and terminates it after it has propagated through the first queue. The recipient selection logic then selects a second queue system (Q21 - Q23) that corresponds to the selected recipient (R3). Instead of a real call, a virtual call (CC) function detect the virtual call's propagation through the second queue system. A callback function (CF) and a call connection (C1), whereby an optimal recipient can be selected for the call and telecommunication resources are not consumed during waiting.